N-FOCUS Major Release Economic Assistance July 8, 2012

A Major Release of the N-FOCUS system is being implemented July 8, 2012. This document provides information explaining new functionality, enhancements and problem resolutions made effective with this release. This document is divided into four main sections:

General Interest and Mainframe Topics: All N-FOCUS users should read this section.
Electronic Application: N-FOCUS users responsible for case activity received through the Web based Electronic Application should read this section.
Developmental Disabilities Programs: N-FOCUS users who work directly with DD programs and those who work with the related Medicaid cases should read this section. Note: This section will only appear when there are tips, enhancements or fixes specific to Development Disabilities Programs.
Expert System: All N-FOCUS users with responsibility for case entry for AABD/MED, ADC/MED, SNAP, CC, FW, IL, MED, and Retro MED should read this section.

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General Interest and Mainframe

LIHEAP (New)

LIHEAP has been added to N-FOCUS as a program case with this release. This type of program case can be added in either the Mainframe or in Expert System.

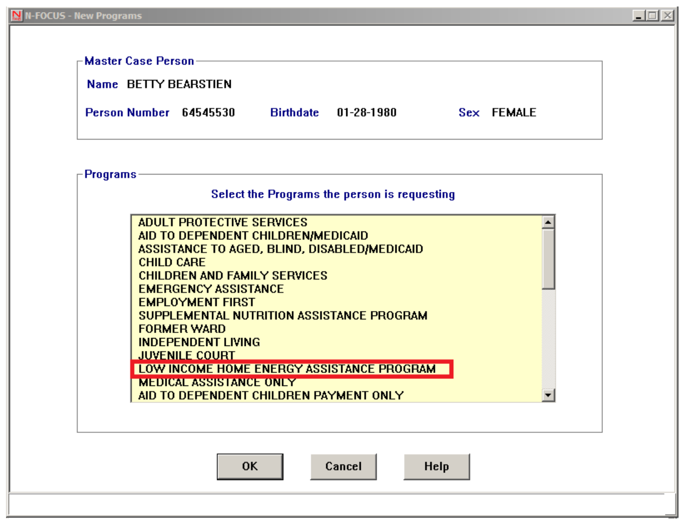
LIHEAP provides assistance to low-income households to offset the costs of heating and cooling. The highest level of assistance must be furnished to those households which have the lowest incomes taking into account family size.

Adding a LIHEAP Program Case in the Mainframe (New)

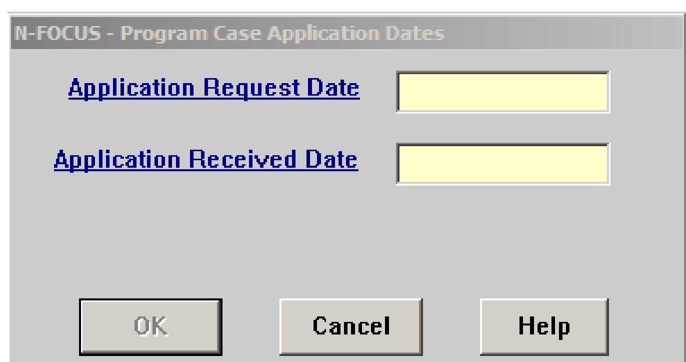
Starting August 1, 2012, you will be able to add a LIHEAP case in the Mainframe or in Expert System. To add LIHEAP in the Mainframe, you follow the same steps as you do to add any other Program Case.

The following tips are provided for adding a LIHEAP case in the Mainframe:

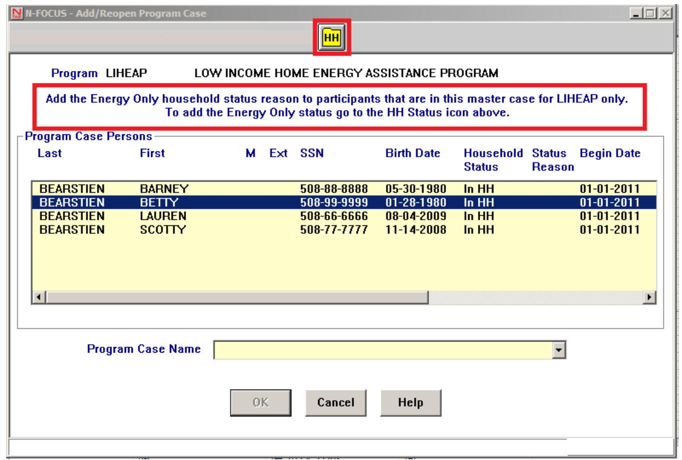
- New Programs Window – Select the Program Low Income Home Energy Assistance Program



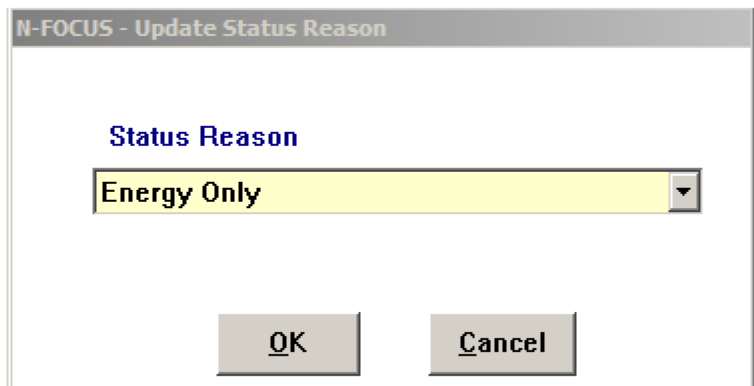
- Application Request Date – You can future date a LIHEAP Program Case up to 2 months
  - Future dating will be used primarily for conversion purposes as LIHEAP cases can be added beginning August 1, 2012 for the 2012/2013 energy year which begins October 1, 2012.
  - The Begin date cannot exceed the current date plus two months
  - The date cannot be prior to 10/01/2012 for a LIHEAP Program Case

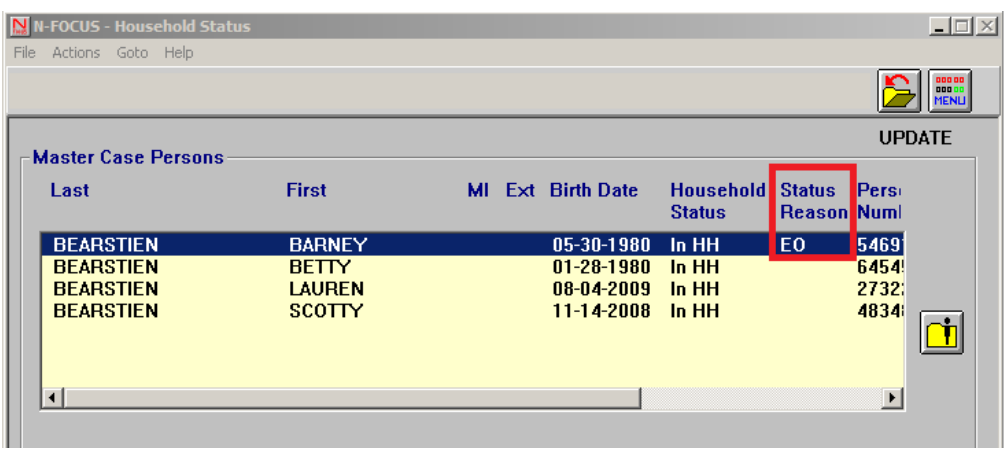


- Add/Reopen Program Case Window – The Household Status Icon can be used to update the Household Status and Household Status Reason of individuals listed as Program Case Persons

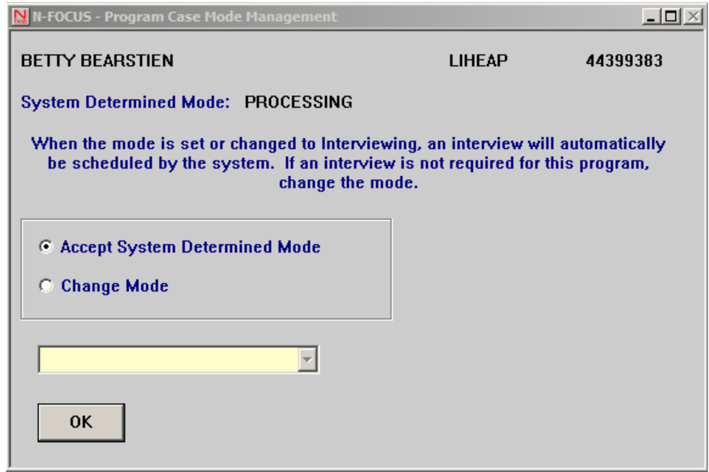


  - Add the Energy Only household status reason to participants that are in this Master Case for LIHEAP only by selecting the Household Status icon
    1. Select the Person who is in the Master Case for LIHEAP only
    2. Select Actions>Update Status Reason
    3. Select the Status Reason – Energy Only
    4. Click OK
       - The Status Reason will be updated to indicate the person is in the Household for Energy Only





- LIHEAP Program Case will default to the Processing Mode
    - If another pending program case within the Master Case requires an Interview, the LIHEAP case will also be set to Interviewing Mode
        - If the Interview is not completed, the LIHEAP case will automatically be placed in the Processing Mode



PAS and SSAD (Chore) Authorizations (Change)

When creating a Service Authorization for Social Services for Aged and Disabled hourly Chore Service or for Personal Assistance Service, it is now required that the approved Service Needs Assessment indicates the correct program. If there is no approved SNA for SSAD when creating an SSAD chore authorization or approved SNA for PAS when creating a PAS authorization, the create or update of the authorization will not be allowed. Previously you could create/update a Chore or Personal Assistance Service authorization, no matter which program was listed on the Service Needs Assessment.

Service Authorization Detail Window (Change)

When exiting the Service Authorization Detail window, you will no longer receive a message with print options when a Service Authorization Notice has been created. The notices will be automatically printed that evening.

Mandatory Electronic Payment (Change)

For individual (SSN) providers, providers that are agencies (EIN) and client grant payments, if there is a Direct Deposit payment method for a payee with an active date in the future (pre-note period), payments will be Held until the Direct Deposit becomes active.

For providers who are individuals (SSN) as well as client grant payments, if there is a Debit Card payment method in any status, payment will be made immediately to the debit card. If there is no payment method at all, a debit card will be requested by the system and payment made immediately to that card.

For providers that are agencies (EIN) where there is no payment method, claims will be held until an electronic payment method is added. Held claims appear on the EOP – Explanation of Payment (the first time they are held only).

For a client grant payment, if the payee is an ORG then:

- If the payee has a Direct Deposit payment method, payment will be made by Direct Deposit (same rules as indicated in the first paragraph)

- If the payee has a Debit Card payment method, payment will be made to the Debit Card (same rules as indicated in the second paragraph)
- If the pay ee does not have any payment method, a debit card will be requested by the system for the Program Case Name but with the mailing address of the ORG payee

Effective with the July 8 Release, there will be an option for select staff to create a payment method for a warrant, in addition to a debit card or direct deposit. For all payments, if the only payment method that is active is a Warrant payment method, payment will be made by warrant.

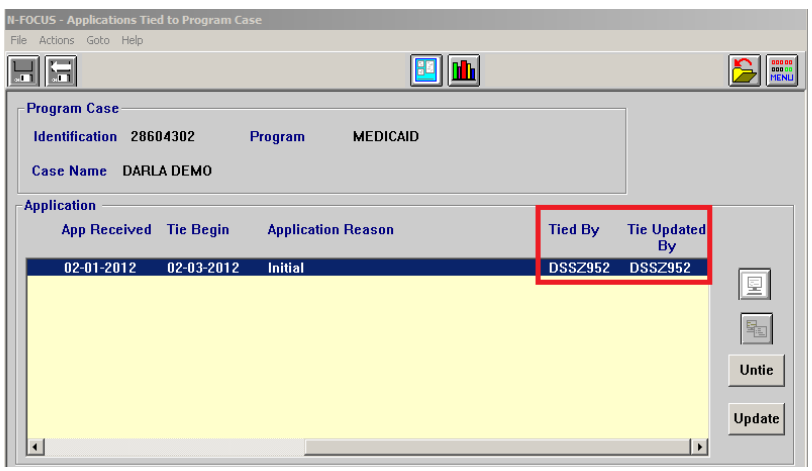
It is still possible for payment to be made by warrant by adding a Warrant type payment method. However, exceptions to the mandatory electronic payment method must be justified and security to add or update a Warrant payment method is limited to certain Central Office staff. Tom Ryan in Financial Services is the contact for provider claims payments. For client grant payments, the request should be forwarded to the EA administrator for the program for which an exception is being requested.

On July 18, we will run a one-time job to create Debit Card requests for all clients that have not responded to a request for an electronic payment method selection. By doing this, clients should have their debit cards in hand before the next monthly Major Payroll run for the August benefit month.

Finally, in order to prevent delays on direct deposit the person entering the direct deposit can manually choose to bypass the pre-note process. When that happens, the direct deposit account becomes active immediately. After July 8, the pre-note action will default to No, the user will have the option to manually change the pre-note request indicator to Yes.

Applications Tied to Program Case (Change)

The Tied By and Tie Updated By fields have been added to the Applications Tied to Program Case window in the Application section of the window.



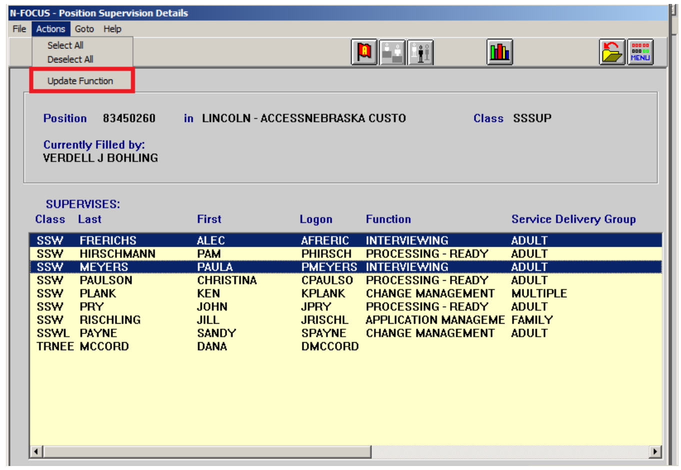
Position Supervision Detail (Change)

This change affects Supervisors/Lead Workers only.

The Function, Service Delivery Group and Expertise columns have been added to the Position Supervision Details window. From this window, the Supervisor/Lead Worker can change the Function for a staff person.

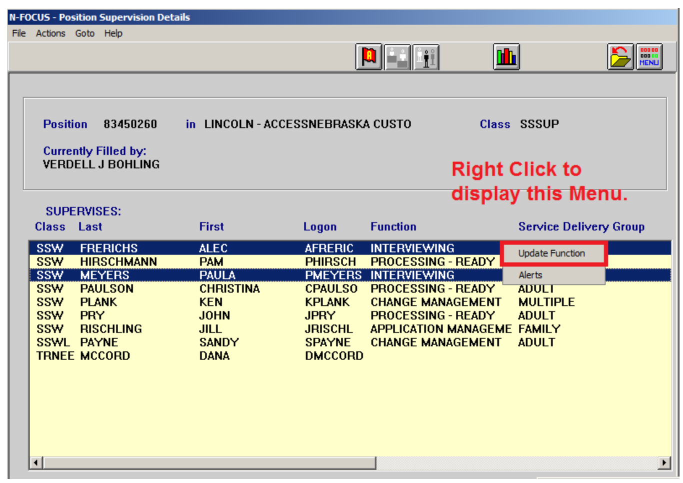
1. Navigate to the Supervisor's Detail Office Position window.

2. Select the Supervises… button.
   The Position Supervision Details window displays.
3. Select the rows of the Staff Person(s) for whom the Function is to be changed. You can multi-select on this window.
4. Select Actions>Update Function or the Right Click one of the selected Staff Person rows to display the pop-up Menu>Update Function.
   - You can also right-click on a highlighted row to display the pop-up window with the Update Function option.



Note: If multiple lines are selected, you can only select one of the Functions. All of the selected Staff Persons will be changed to that selected Function.

If a Staff Person does not have a Function Indicated, you must go to their Detail Office Position in order to assign them a Function, Service Delivery Group and Expertise, as appropriate.



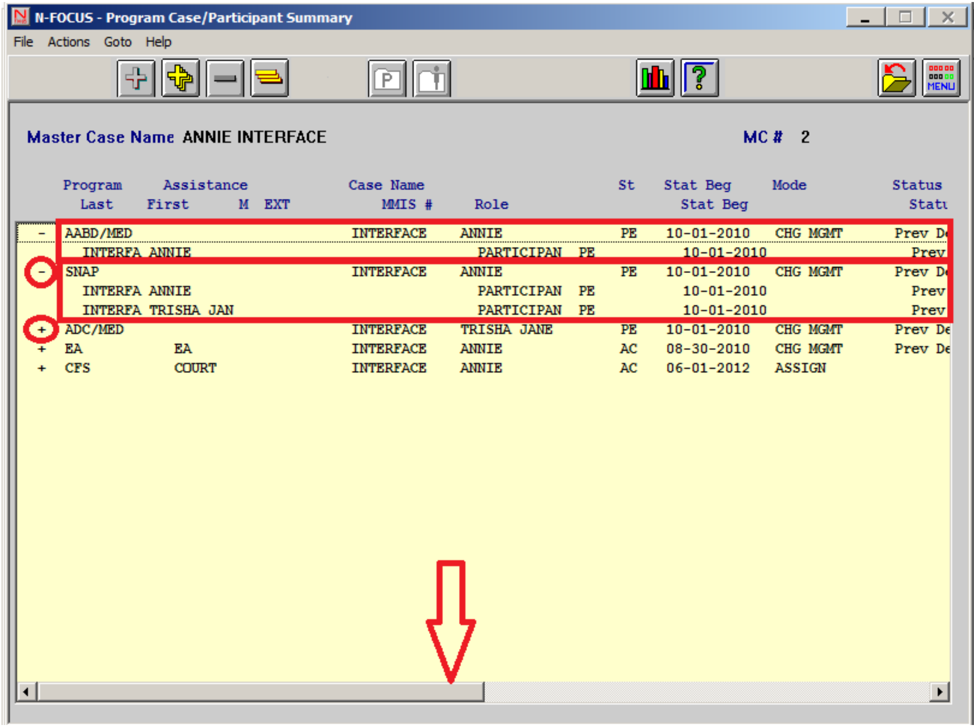
Interview Scheduling (Change)

Expedited SNAP interviews will now be automatically scheduled and the Interview Letter sent when the application is tied. The interview will be scheduled 3 days, or the closest time after, the application tie date. Interviewers will no longer need to create an Expedited SNAP Interview Letter.

The Work Task “Interview Needed – Expedited SNAP” will continue to be created.

This change intended to help get SNAP Expedited Interviews held as quickly as possible.

Program Case/Participant Summary Window (New)



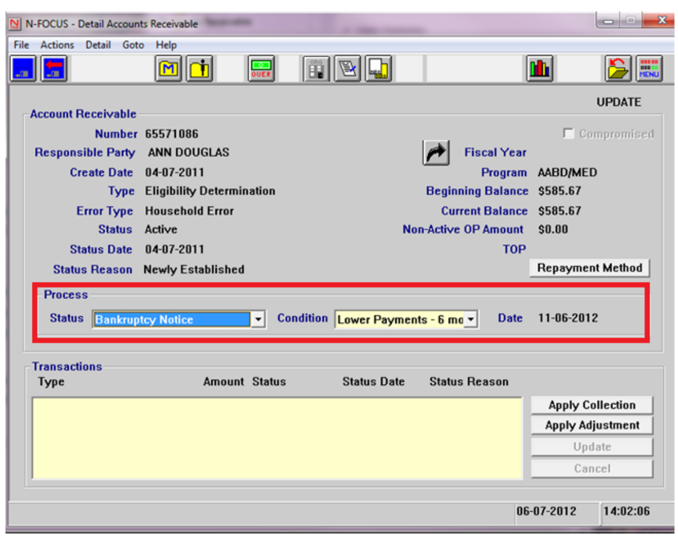
The Program Case Participant Summary window provides a summary of all Program Cases with their high dated status. The window is intended to help identify who is involved in each program case without having to open the Detail Program Case window(s) for each program listed on the Detail Master Case window.

Double click the + sign on the row to be viewed. When you expand the program case row, it will display the high dated status and role of all persons who have been a part of this program case.

Example: ADC case is active today 7/15/2012 but closed for 8/1/2012. The program case row will show closed with a begin date of 8/1/2012.

Scroll to the right to see additional information.

Process Collections (Change)



A Process box has been added to the Detail Accounts Receivable window. Update capability is limited to Issuance and Collections Center (ICC) staff.

ICC staff will update Status and Conditions to assist them in tracking Accounts Receivable.

Nursing Home Administrative Roles (Tip)

When the living arrangement is changed to LTC/NH add that nursing facility as the Administrative Role so they will get their initial notice and future notices. This step is being forgotten too often.

Foster Care Review Board

Foster Care Review Board (Change)

Based on LB 998 (2012) the official name for the Foster Care Review Board (FCRB) will change to Foster Care Review Office (FCRO) effective July 1, 2012. In time, all references in N-FOCUS to the acronym FCRB will be changed to FCRO.

Alerts

The following new alerts and changes to existing alerts will affect both Assigned Cases and cases within the Universal Caseload unless otherwise indicated.

SVES - #396 Citizenship Discrepancy A & C (New)

When the Citizenship response indicates that a person IS a US Citizen and N-FOCUS reflects the opposite, the following alert will be received. This Alert will create the Alerts Exists work task.

Alert Text – SVES Citizenship response indicated that this person IS a US Citizen. NFOCUS data reflects the opposite. Verify the info and update the Citizenship/Immigration if necessary.

SVES - #397 Citizenship Discrepancy B & D (New)

When the Citizenship response indicates that a person IS NOT a US Citizen and N-FOCUS reflects the opposite, the following alert will be received. This Alert will create the Alerts Exists work task.

Alert Text – SVES Citizenship response indicated that this person is NOT a US Citizen. NFOCUS data reflects the opposite. Verify the info and update the Citizenship/Immigration if necessary.

EA - #019 – Case Pending 45 Days – Review for Status (Change)

LIHEAP has been added to this alert. This alert cannot be cleared unless the program status is changed.

CFS - #176 – Return 90 Days – Yes (Change)

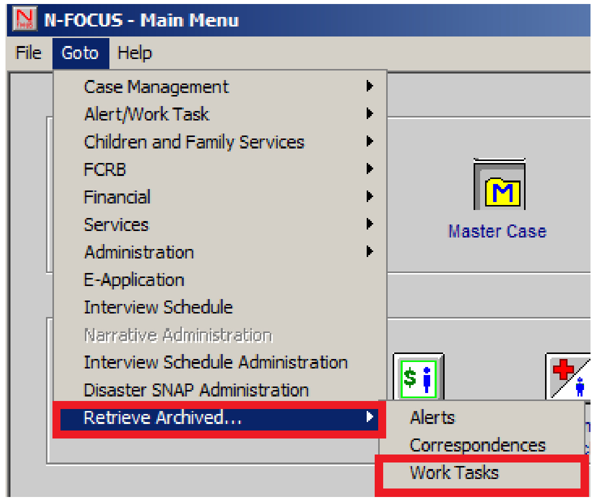
This alert will now remain on the List Alert/Work Task window until completed by the worker.

Work Tasks

Retrieve Archived Work Tasks (New)

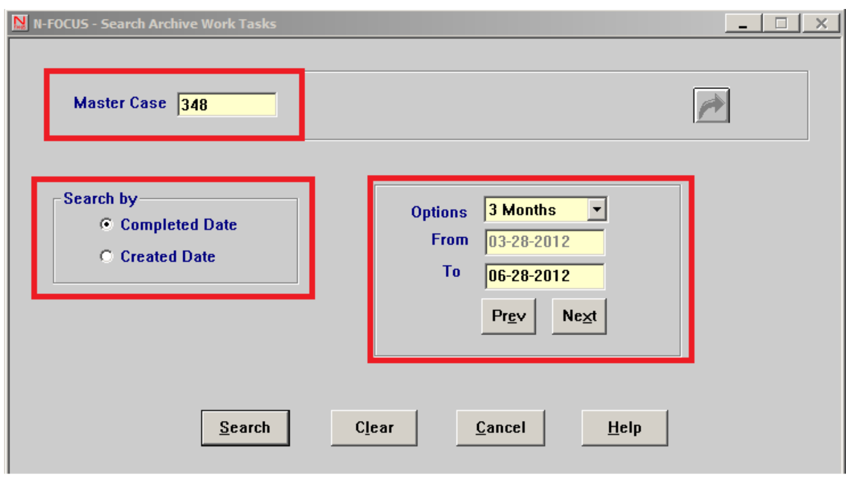
Supervisors and Lead Workers can now retrieve Work Tasks that have been archived. Completed Work Tasks will be archived 45 days after the completion date. These archived Work Tasks will remain available for viewing for 18 months after the completion date.

To view archived Work Tasks, follow these steps:



1. From the Main Menu, select Goto>Retrieved Archived>Work Tasks. The Search Archive Work Tasks window will display.
2. Enter the Master Case Number. If you do not know the Master Case Number use the out select arrow to search for the Master Case by Program Case or Case Person Information.
3. Select the appropriate Search by field.
   - Completed Date
   - Created Date
4. Enter the date range for which to search.
   - Options
     - 3 Months
     - 6 Months
     - Enter Dates

   Note: If you select the 3 Months or 6 Months option, the From and To date fields will populate with the current date in the To field. Use the Prev and Next buttons to move forward and back to adjust the timeframe. If you select the Enter Dates option, you can enter a 6 month timeframe. The Enter Dates option does not allow for the use of the Prev and Next buttons.



5. Click Search. The List Archive Work Tasks window will display.

Narrative

Economic Assistance Narrative (Change)

LIHEAP has been added as a program to the Economic Assistance narrative.

Verification Tracking (Change)

The wording “Social Security Card” has been changed to “Provide Social Security Number”.

APS Narrative (Fix)

When printing APS Investigation narratives, a footer has been added to each page that will identify the narratives as either, Investigation Narrative or Domain Narrative.

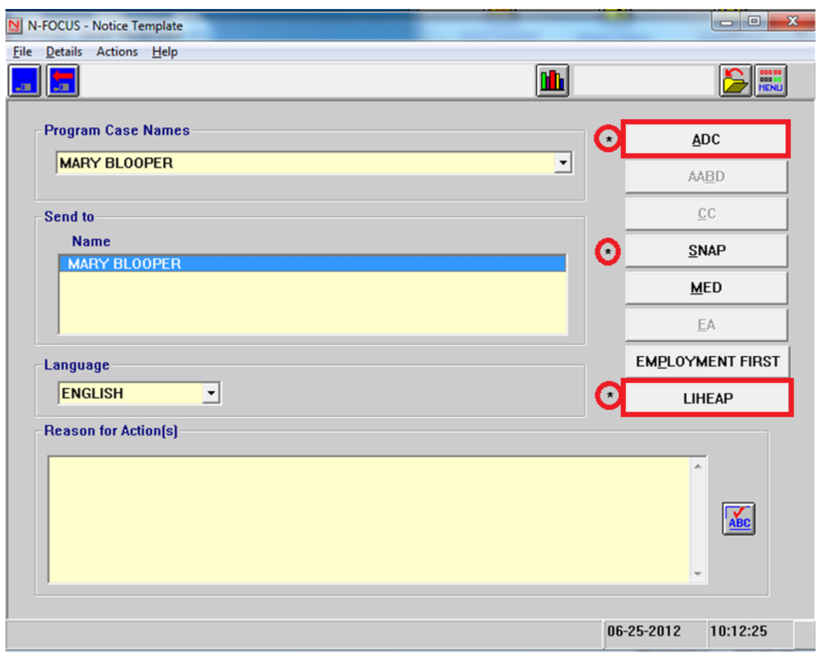
For the Org Investigation narratives, the same footer has been added. We are aware that the term Domain Narrative has been changed to Summary Narrative. A request has been made for the November Release to change the terminology on the APS Investigation window and also change the footer wording as well.

Correspondence

Notice Template (Change)

The ADC Payment Only and LIHEAP programs have been added to the Notice Template.

Additionally, multiple Program Notices can now be placed on the same Notice. An asterisk will display next to each Program button when the Notice has been created. Clicking Save or Save and Close with combine all of the notices into one to be sent to the selected Program Case Name selected.



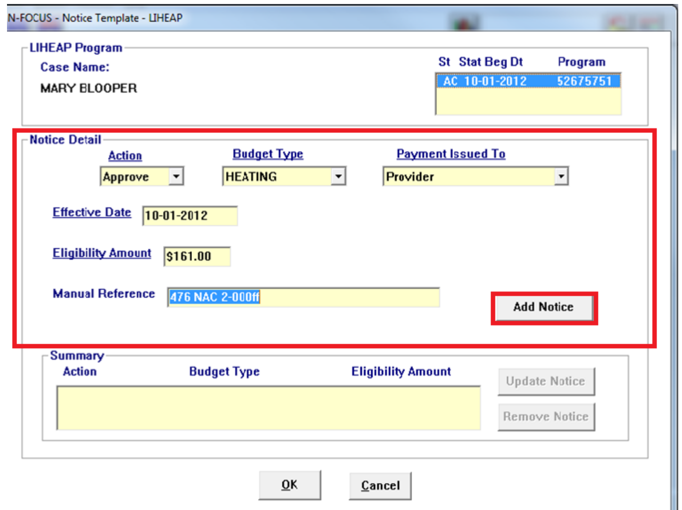
ADC Payment Notice (Change)

The ADC Payment Notice can now be used for the Payment Only and ADC/MED Programs.

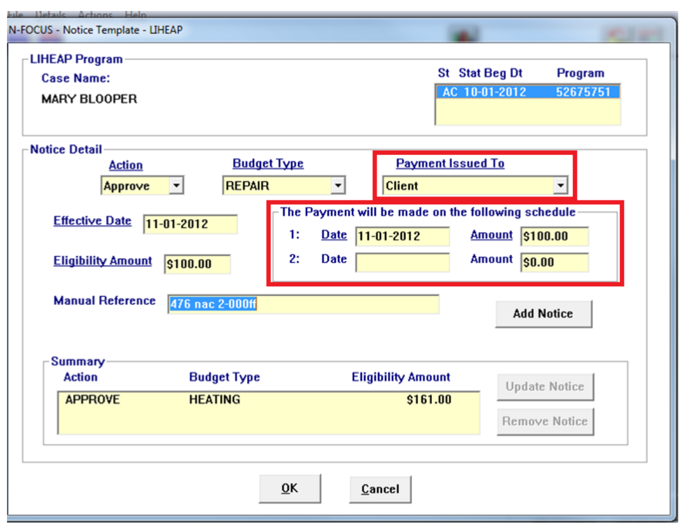
LIHEAP Notice (New)

To create a LIHEAP Notice, follow these steps:

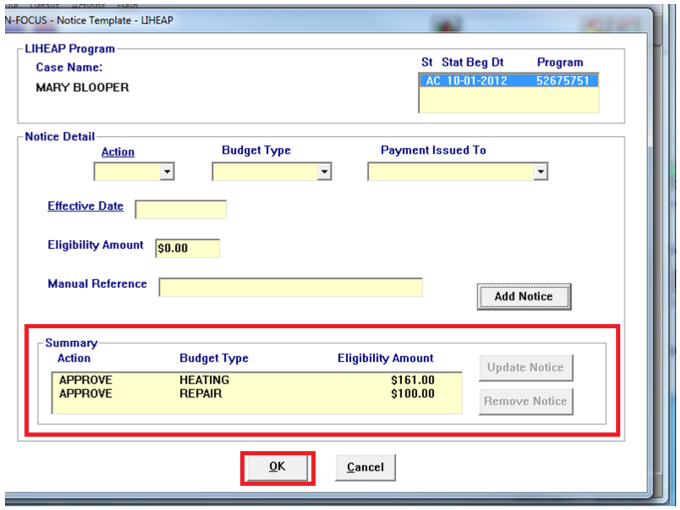
1. Navigate to the appropriate Master Case.
2. Select the Correspondence Icon.
3. Select the New button and then select Notice Template.
   The Notice Template window will display.
4. Select the LIHEAP program case name.
5. Select the LIHEAP button.
   The Notice Template – LIHEAP window will display.
6. Select the Action, Budget Type and Payment Issued to from the drop down lists.
7. Enter the Effective Date.
8. Enter the Eligibility Amount.
9. Enter the Manual Reference
   (This is a mandatory field for denial and closing notices)
10. Click the Add Notice button.
    - The selected information will display in the Summary box of the window.
    - Add additional Notice information if appropriate.



Note: In the example to the right, the Heating Budget Notice is shown in the Summary Box. We are now adding information regarding Repairs. The payment for the Repairs is going to the Client. When a payment is to be sent to the Client, additional fields display and must be completed. Once all of the information is added, click the Add Notice button.



11. Once all of the information has been added (review the Summary Box to ensure all of the appropriate information has been added) Click OK.



The Notice Template window will display with an asterisk next to the Program for which a template has been created.

12. Select the Send to name.
    - If additional information needs to be sent to the same Program Person, click the appropriate Program button and complete the Notice information. An asterisk will appear next to the program button when the Notice information has been entered. Once all of the Notices have been completed, continue to the next step.
13. Click the Save or Save and Close icon to send the notice.

Service Authorization Notices (Change)

Beginning July 19th, designated Child Care providers will no longer be sent Provider Authorization Notices and Discontinued Service Notices through the mail. These designated providers will view these notices through a provider web portal (Nebraska Enterprise Content Management Portal). In the coming months all Child Care providers will be converted to this method of viewing their notices and will no longer receive the printed notices. Clients will continue to receive printed/mailed authorization notices, as they do now.

List and Detail Correspondence Windows (Change)

You will receive an error message if you try to local print (Print Now) a Provider Authorization the day that it is created. The Print Now action will be allowed the day after the notice is created.

Document Imaging

Category Box – Select All (Change)

On the Search Image window, the Select All indicator will now include the Permanent ID categories. If you do not wish to view the ID categories, scroll through the list and deselect these categories.

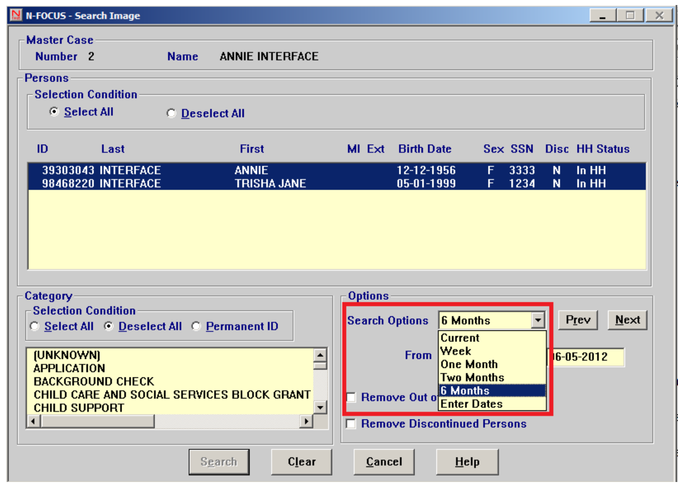
The Perm ID indicator will continue to be an option if users want to search for only ID related documents.

Options Box - Search Image (Change)

The following changes have been made to the Options box of this window in order to provide more flexibility in narrowing the search for scanned documents:

New Search Options have been added:

- Current = current day only
- One month = past 31 days
- Two months = past 61 days



The default will continue to be 6 months when coming from all windows EXCEPT when coming from the Alerts/Work Tasks window. When coming from the Alerts/Work Tasks window, the default will be two months.

The additional options were added to give workers a little more flexibility in narrowing their search rather than always viewing 6 Months or having to enter specific dates.

Prev and Next Buttons:

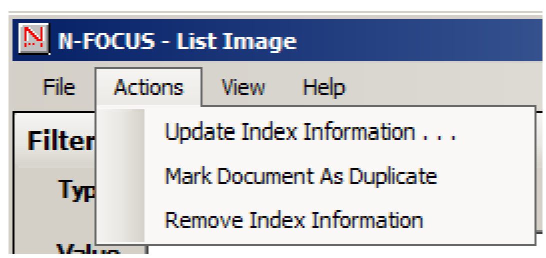
- The Prev and Next buttons will <u>only</u> work when the Week, One Month, Two Month or 6 Months Search Option has been selected.

List Image Window (Change)

A few, behind the scenes changes have been made to this window. Because of these changes, the time it takes to populate this window should decrease.

The Actions>Update option has been removed and the following options have been added to the Actions menu:

- Update Index Information…
- Mark Document as Duplicate
- Remove Index Information

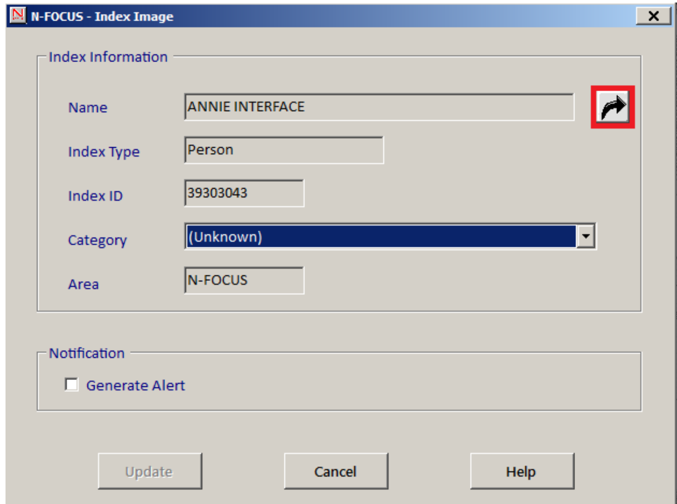


Note: These actions also appear if you highlight a document row and right click your mouse button.

Update Index Information…(Change)

This option was previously called Update. The Update Index Information option is to be used **only** to update index information for a document.

When this option is selected, the Index Image window will display. An Out-Select button has been added to the Index Image window. Selecting this button will navigate you to the Person Search or Search Organization window, as appropriate. Locate the appropriate Person or Organization and complete the indexing for the document.

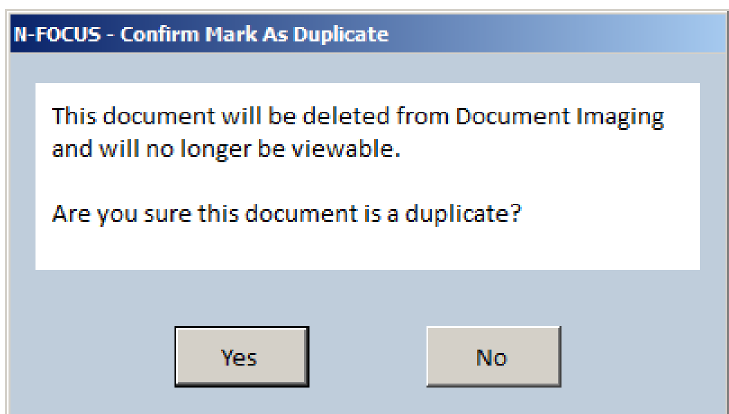


Once on the Detail Person or Detail Organization window, select Actions>Copy Index Info and the correct name will be brought forward to the Index Image window Name field. The worker will then select the appropriate Category and select the Update button.

Note: The Remove Index button is no longer an option on this window. Refer to the Remove Index Information section for instructions regarding the removal of a document from the List Image window. **Remember**, it is better to Update indexing information than it is to Remove the information.

Mark Document as Duplicate (New)

When this option is selected, the Confirm Mark As Duplicate confirmation window will display.

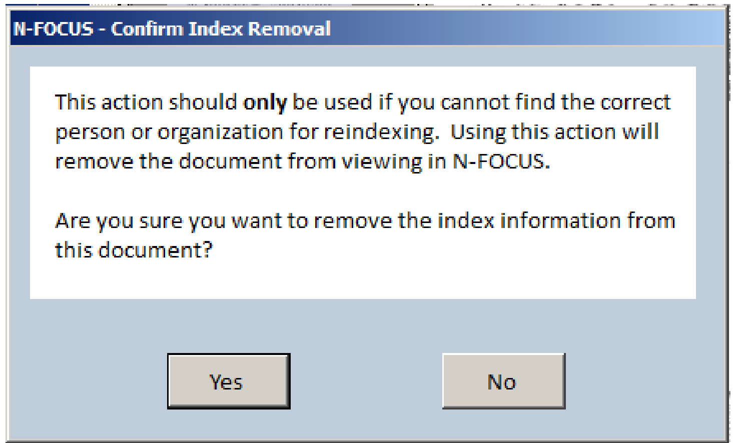


Selecting "Yes" will immediately remove the document from viewing on N-FOCUS. The document category will be changed to Duplicate and an overnight process will then delete all documents marked that day with a category of Duplicate.

Note: You should **only** select this option if you are positive the document is a duplicate.

Remove Index Information (Change)

When this option is selected, the Confirm Index Removal confirmation window will display. Selecting "Yes" will immediately remove this document from viewing on N-FOCUS. The document will appear the following day on the Documents Not Fully Indexed Report. This report is viewed by ANDI Center staff and indexing staff in the appropriate Local Office. Each document on the list is reviewed and reindexed. Until the document has been reindexed, it is not available in N-FOCUS.



> **Note**: This action should **<u>only</u>** be used if the document cannot be indexed to a correct Person or Organization.

New Indexing Categories for Child Welfare and Medicaid (New)

Home Study, Background Check and Quality Assurance Categories (New)

The category of Home Study has been added for both Person and Organization Child Welfare document imaging. The category of Background Check has been added for both Person and Organization document imaging and the category of Quality Assurance has been added for Organization documents dealing with Medicaid.

> **Note**: ANDI Centers should not be scanning and indexing for Child Welfare and Medicaid, at this time. Currently this work will be done by Child Welfare and Medicaid staff.

Home Study – Person (New)

This category should be used for a Home Study that has been completed regarding a Parent.

> **Example:** A child currently living in Kansas is coming to live with a parent who lives in Nebraska. The parent will not be set up as an Organization, so the Home Study will be associated to the person.

Home Study – Organization (New)

This category should be used when the Home Study is about a Foster Home family.

Background Check – Organization (New)

This addition was made for Medicaid purposes. Medicaid has the need to scan Background Check documents related to Medicaid provider organizations.

> **Note:** When adding documents regarding Background Checks for Foster Homes and other CFS purposes, the documents should be added using Background Check – Person.

Quality Assurance – Organization (New)

This category was added for Medicaid purposes and will be used for Billing Documents, Corrective Action Plans, etc.

LIHEAP Added to Document Imaging (Change)

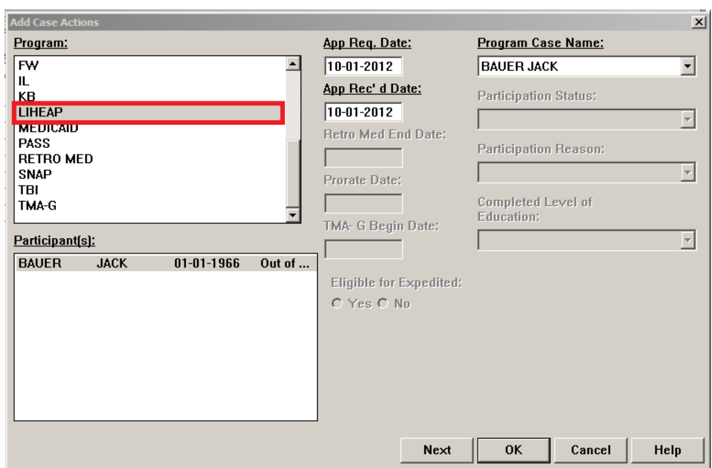
LIHEAP has been added to Document Imaging. This is an EA (Economic Assistance) program; therefore, scanning and indexing will be done by the ANDI Centers. Existing categories will be used for indexing.

Expert System

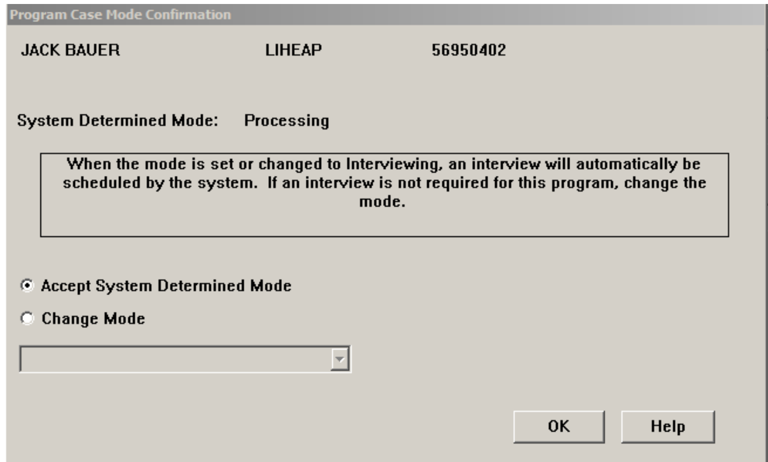
Adding a LIHEAP Program Case in the Expert System (New)

LIHEAP has been added to the Program list in Case Maintenance>Case Actions>Add Case Actions Program list.

- Select the Benefit Month
  - If you select a month prior to October 2012, LIHEAP will not display on the list of available programs
  - Add Case Actions window displays
- Select LIHEAP from the Programs list
- Enter the Application Request and Application Received Dates
- Select the Participants
- Select the Program Case Name
- Click OK
  - When the App Req Date is prior to October 2012, a warning message will display. Click OK on the warning message and continue.

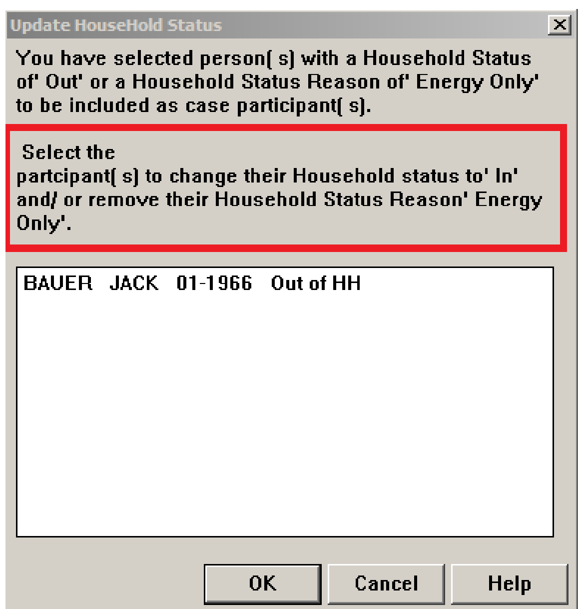


- LIHEAP Program Case will default to the Processing Mode
    - If another pending program case within the Master Case requires an Interview, the LIHEAP case will also be set to Interviewing Mode
        - If the Interview is not completed, the LIHEAP case will automatically be placed in the Processing Mode when the NOMI is created



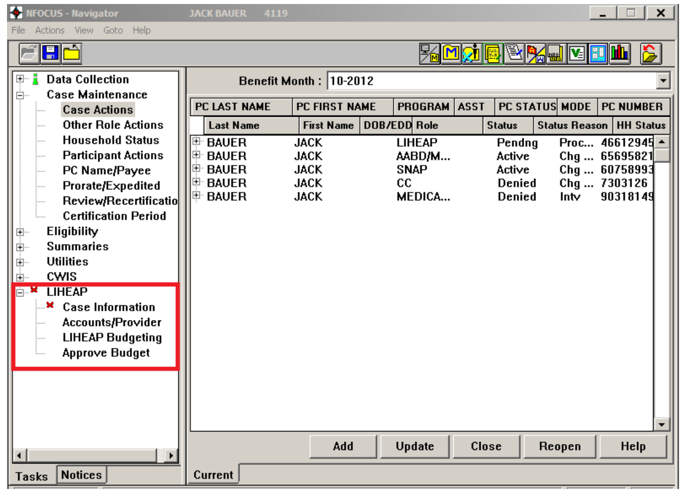
Update House Hold Status Window (New)

If a selected participant has a status of Out of Household, they should either be removed from the LIHEAP Program Case or their Household Status should be changed to either In Household and/or remove their Household Status Reason of Energy Only.



LIHEAP Task (New)

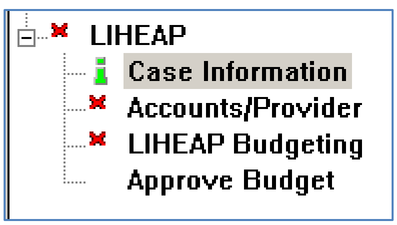
When a LIHEAP Program Case is added, the red X will appear before the LIHEAP Task in the Expert System Tree List. Process the red X items as appropriate to the case.

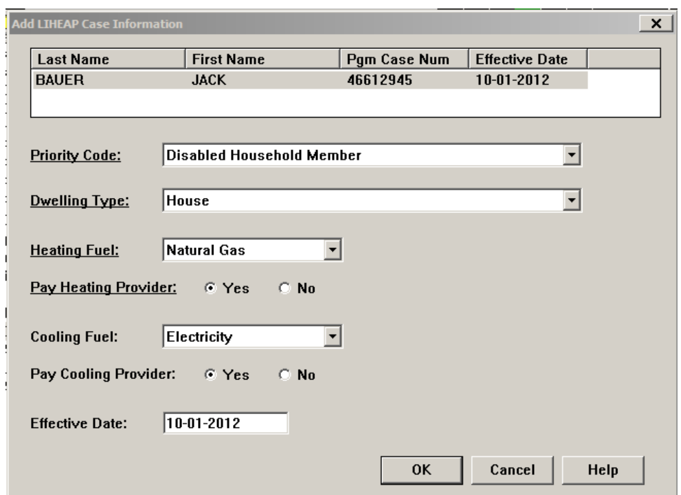


LIHEAP Case Information (New)

Enter the appropriate information in all of the fields. You can enter information for Heating, Cooling or both.

Once this information is entered, the Case Information red X will be removed. The red X will display for Accounts/Provider and LIEHAP Budgeting as appropriate.





Note: The Accounts/Provider task will have a red X if the Pay Provider Yes option is selected.

LIHEAP Accounts/Provider Task (New)

The Current tab in the Accounts/Provider task provides the ability to search for an energy provider.

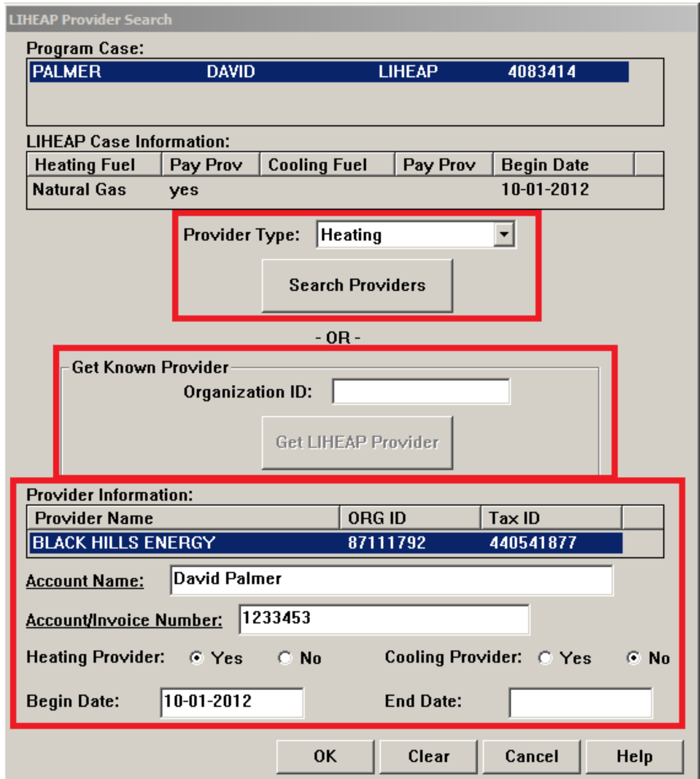
LIHEAP Provider Search (New)

- Double click the Accounts/Provider task and click Add
  - The LIHEAP Provider Search window will display
- Select the Provider Type from the drop down (Cooling, Heating, Other)

Click the Search Providers button

  - If you know the Provider Organization ID number, you can enter the number in the available field and click the Get LIHEAP Provider button
    - The located provider information will display in the Provider Information section of the window

Note: The Organization search will bring back only providers that are listed as providing services for the Fuel Type selected.



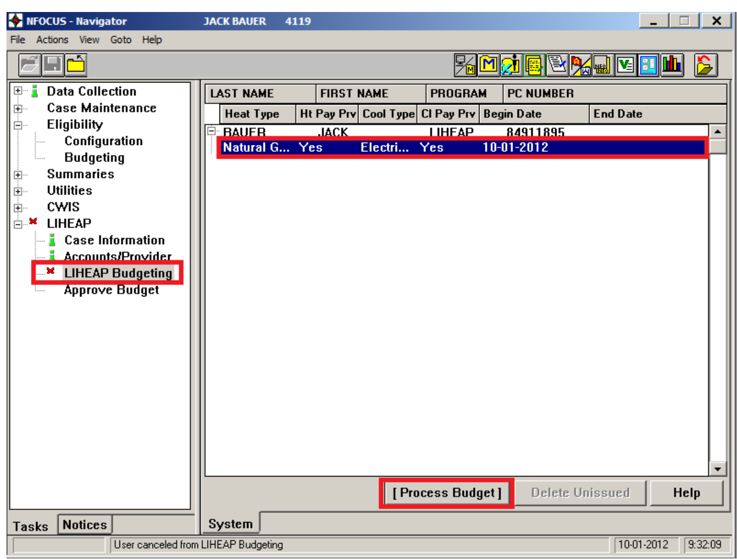
- Enter the Account Name and Account/Invoice Number, Begin and End Date information as appropriate
- Click OK

LIHEAP Budgeting Task (New)

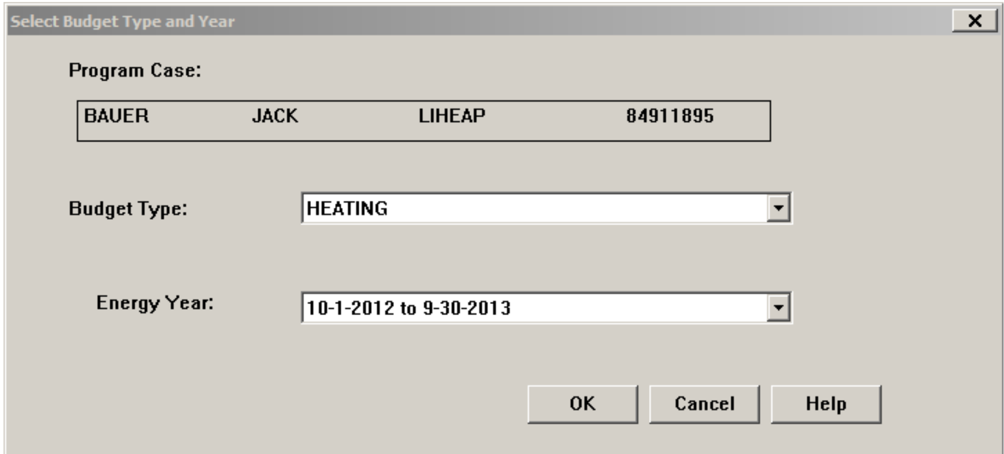
LIHEAP budgets will be run from the LIHEAP Budgeting Window. If the budget amount exceeds the payment limits set by policy, Supervisory or Central Office staff approval is required. When this occurs, a message will display stating "This budget must be authorized by a Supervisor or Central Office". The budget would then be placed in "Pending Approval" status.

The budget can be seen in the Mainframe from the Eligibility Summary icon. The budget status will also be shown in Benefit Summary.

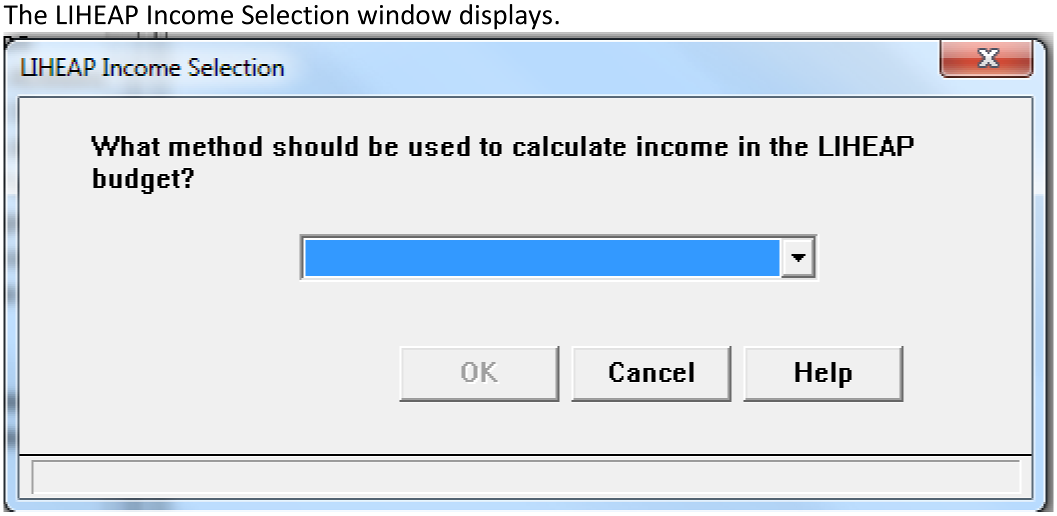
1. Select the LIHEAP Budgeting task.



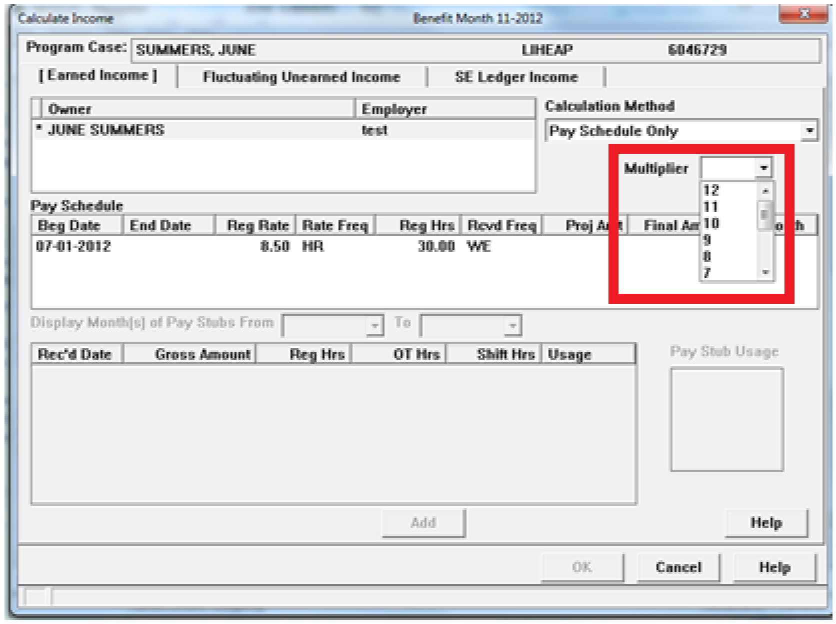
2. Select the row to be processed.
3. Click the Process Budget button.
   The Select budget Type and Year window will display.



4. Select the Budget Type from the drop down.
5. Select the Energy Year, if appropriate, from the drop down.
   - If heating or cooling is selected, the Energy Year must be selected from the drop down list.
   - The Energy Year will default to the current energy year.
   - The Crisis, Repair and Deposit budgets are always for the current energy year. If these types of budgets are selected the energy year will default to the current year.
   - If it is the cooling season, the previous energy year heating budget can no longer be processed.
     - Example: In May 2013, the 2011/2012 heating budget could not be processed, however, the 2012/2013 heating budget could be processed.
6. Click OK.
   The LIHEAP Income Selection window displays.



7. Select Project Income or SNAP Income from the drop down.
   - **If Project Income is selected**, the Calculate Income window opens if there is income to calculate. This window calculates monthly income; since LIHEAP uses yearly income, enter the how many months the income should be included in the LIHEAP budget by selecting a number from the Multiplier drop down list.



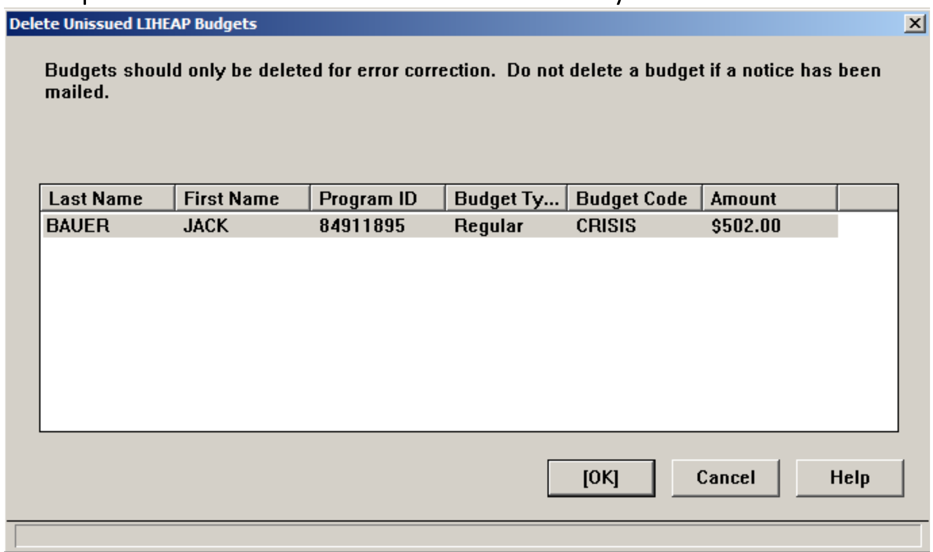
- **SNAP Income** will only be available to select if the LIHEAP and SNAP cases both meet the following requirements:
  - The program cases have the same participants; all are active participants in both.
  - The SNAP case is not TBR.
  - The SNAP case must be active and the SNAP budget extends to at least the first month of the LIHEAP budget period.
  - If a person is active FR (Financially Responsible) in the LIHEAP budget, they must be an active PA (Participant) in the SNAP budget.
- SNAP Income will not be offered as an income selection method:
  - When there are active Financially Responsible people in the SNAP unit.
  - There is self-employment income from tax forms or from the Other Income task in the SNAP budget. This applies to both farm and non-farm income.
- **Heating Budget** is only available when the budget type is cooling and an authorized heating budget exists.

8. Click OK
9. Authorize the LIHEAP Budget as appropriate.
10. Continue to budget as appropriate.

Delete Unissued LIHEAP Budgets (New)

If a budget has been authorized in error, select the budget and click the Delete Unissued button. The Delete Unissued LIHEAP Budgets window will display. Select the appropriate row and click OK.

Note: This option should be used for error correction only.



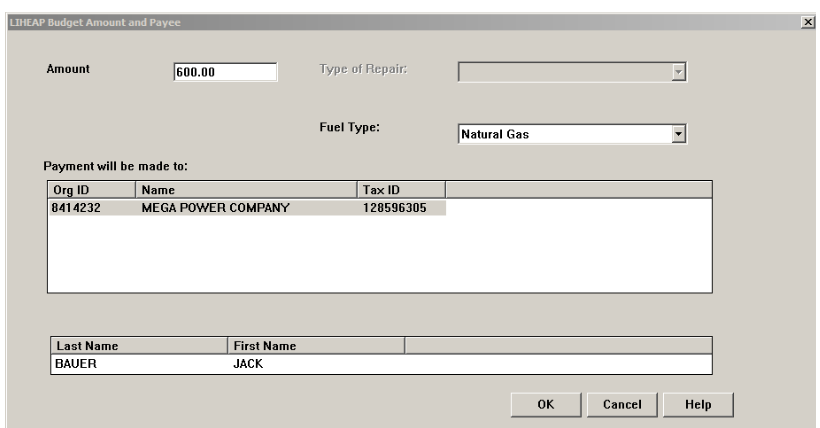
LIHEAP Budget Amount and Payee Window (New)

This window will display when processing a Repair, Crisis or Deposit budget request. The payee and the amount requested must be entered.

- If this is a Repair Budget, the Type of Repair field will be enabled for a selection
- If this is a Crisis Budget, the Fuel Type field will be enabled for a selection

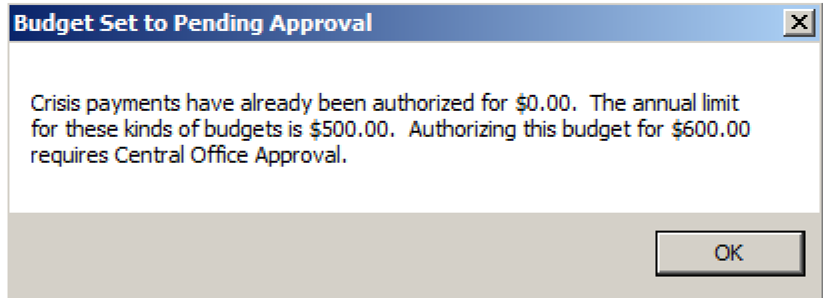
The providers entered in the Account/Providers task will display in the Payment will be made to section. Select the appropriate provider if multiple providers are listed.

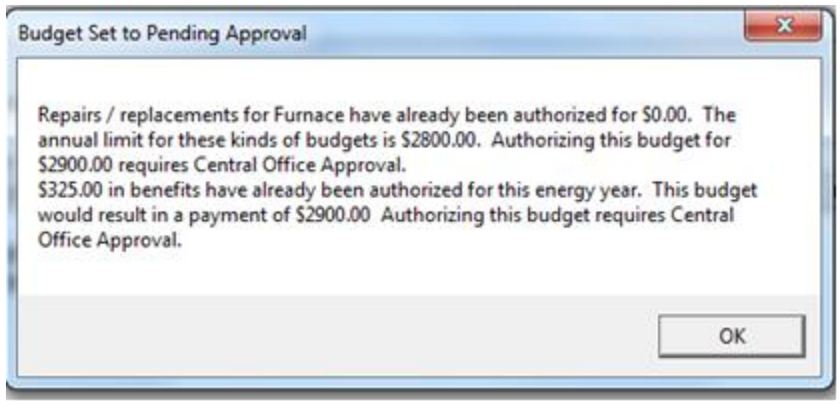
Note: If the payment is to go to the client, a supervisor will need to authorize the budget. (This should occur only in extremely rare situations)

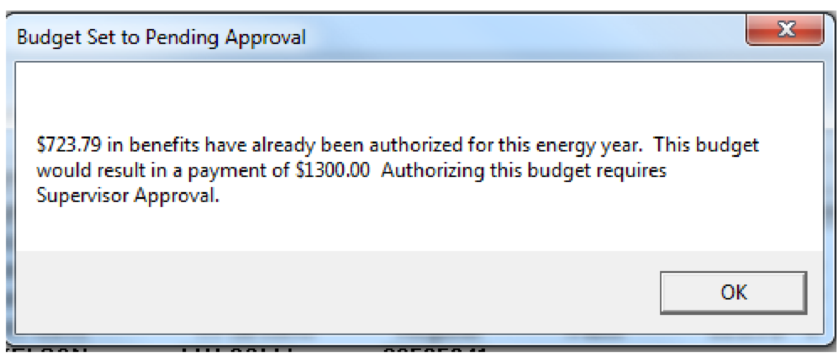


LIHEAP Budget Over Policy Limits (New)

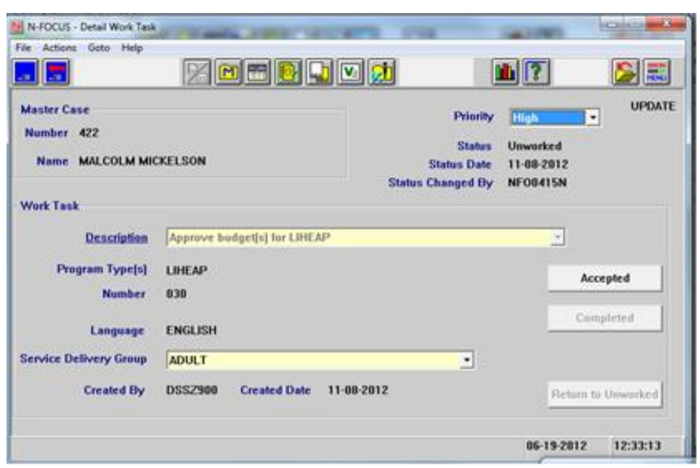
If the energy payment is over Policy Limits the budget must be authorized by either a Supervisor or Central Office depending on the type of budget and the amount. One of the information pop-up windows to the right will display.







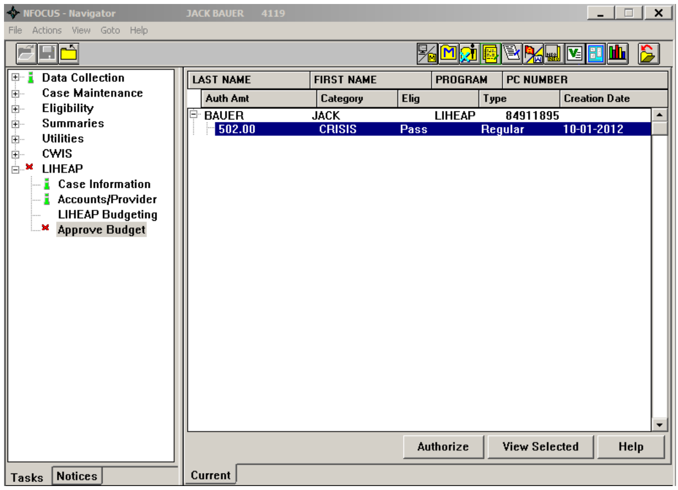
OK the message and check in the case. When the case is checked in, a high priority Work Task will automatically be created that is directed to Supervisors. The Approve Budget task will then be required to be completed by a Supervisor or Central Office Staff person.



LIHEAP Approve Budget Task (New)

This window is used only by Supervisory or Central Office Staff. When a budget exceeds payment limits set by policy, a Supervisor or Central Office staff person must approve the amount from this task.

- Click the Authorize button to Approve or Deny the budget.
- Click the View Selected to view the Benefit Summary window for the budget.
- Create the Notice.



LIHEAP Notice Creation in Expert System (Tip)

LIHEAP Notices can be created in Expert System by clicking the Notices tab after the LIHEAP Budget has been approved. If this step is not completed in Expert System, you can follow the step outlined in the Correspondence>Notice Template section of this document.

SNAP Resource Exclusion Reason (Change)

The Resource Exclusion Reason – Property for Sale – SNAP has been added. This will allow for the exclusion in SNAP budgets of Property resources for which the client is making a good faith effort to sell.